



2022 COMPANY PROFILE



completevms.com.sg

176 Sin Ming Drive, #03-07 & #03-14, Sin Ming Autocare, Singapore 575721

TABLE OF CONTENT

1. Brief Introduction of Complete VMS

2. Unique Expertises

3. Management & Team

4. Testimonials

☆ Index Agency Pte Ltd

☆ Times Insurance Brokers Pte Ltd

☆ Chye Thiam Maintenance Pte Ltd

☆ ISO Team Limited

INTRODUCTION

How we started

Incorporated in 2004 by a father (Mr Chiu) and sons (Leonard & Darren) team.

Mr Chiu and Darren continue in the business while Leonard ventured out in construction and technology industry.

For the next 15 years, Mr Chiu leads the company and established strong foundation until his semi-retirement in 2019. During this period, the company focus on corporate fleet maintenance and accident repair services.

Leonard rejoins the company in 2017 and took over Mr Chiu as Managing Director in 2019.

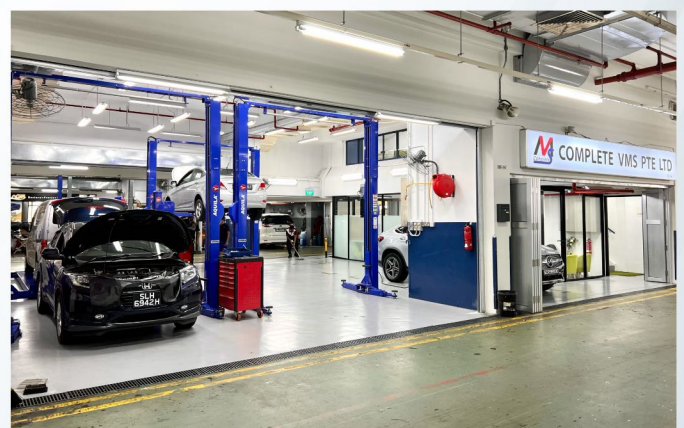
As a software engineer, Leonard bring along his expertises from the tech industry and embark on a digitalization transformation to the workshop. He also bring in younger executives to the company to marry new ideas with experiences from the senior staffs to bring new prospectives.

Today, aside from the traditional workshop services, Complete VMS focus on technologies, alternate energy vehicles, customer experiences and special vehicles maintenance.

2010



2021



UNIQUE SERVICES

Electric / Hybrid Vehicles Support

EV charging stations since January 2020

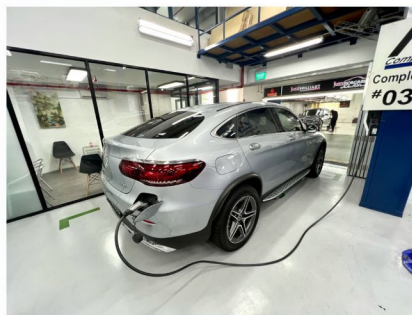
4 service bays fully equipped to support EV / Hybrid Vehicles maintenance complete with 22 KW charging stations.

4 staffs trained and certified for Automotive EV / Hybrid Technology - Principles, Service and Diagnosis by Ngee Ann Polytechnic

<https://www.cet.np.edu.sg/courses/automotive-hybrid-technology-principles-service-and-diagnosis/>

Direct contacts with EV / Hybrid OEM battery suppliers.

Invested in all available diagnostic equipments for EV /Hybrid testing.



Special Vehicle Maintenance

Truck Mounted Attenuators (TMA) certified

2 staffs were trained and certified by TMA manufacturer VERDERGO in Netherland. Certification were submitted and approved by LTA.

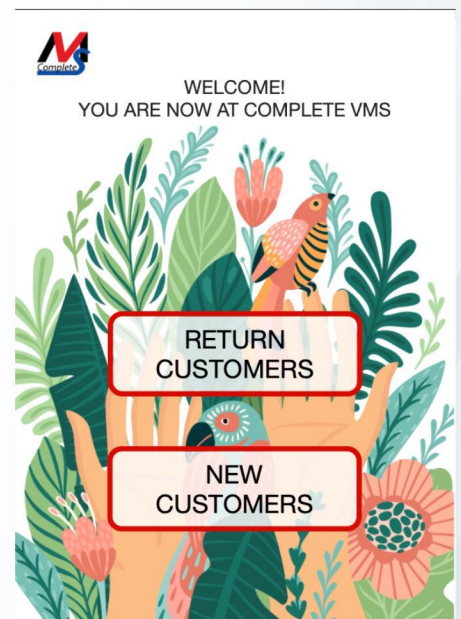
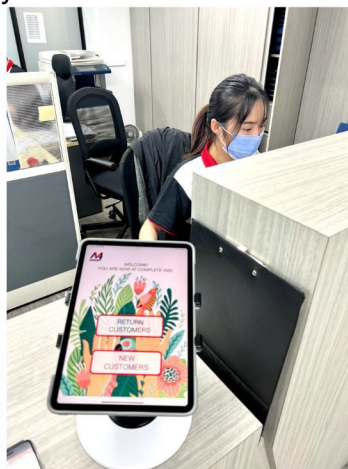
Tennant ATL4300 All Terrain Litter Vacuum support. We maintain a large fleets of ATL4300 includes engine overhaul and refurbish to new condition. Our team is proficient in custom work for refurbishments.



DIGITALISATION

In house developed custom softwares for vehicle workshop management

- Enterprise grade workshop process management
- Web customer portal to access their service history, insurance policies, accident claim status and balance credits
- Full API integration with IRAS approved accounting software
- Membership management with credit system
<https://completevms.com.sg/membership/vdollar>
- Corporate fleet management
- Accident claims process management system
- Robotic process automation
- Interactive Customer Service Display



COMMERCIAL FLEET

Maintenance and management

- Manage several dozen corporate fleets
- Total combined number of vehicles under management: 600
- Partnership with corporates to progressively convert their fleet to EV / Hybrid
- Commitment to provide support for their EV / Hybrid fleets



Some of our corporate clients

TEAM VMS

Management

LEONARD CHIU PBM, Managing Director

Software Engineer
Community Leader
TMA Certified

<https://www.leonardchiu.com>

Develop and digitalized company softwares and integration
Manage and acquire new corporate accounts
Branding and marketing



DARREN CHIU, Operation Director

18 years experience in managing workshop operation
TMA Certified
EV / Hybrid Certified
Expert in vehicle diagnostic system

Take charge of company's entire operation
Manage a team of 2 executives, 7 mechanics & 2 admin staffs



GAN LI HUI, Finance / HR Manager

13 years with Complete VMS
Heads Finance and Human Resource Matters
Accounting background

Manage company's accounts and finance matters
Liaise with accounting and audit vendors
Manage staffs remuneration and benefits



TEAM VMS

Executives

SIA TIAN YUH, Operation Manager (Retail / Corporate)

EV / Hybrid Certified
Proficient in Electric Charging Station
Electrical M&E Background

Head of operation (Maintenance repairs - Retail and Corporate)
Report to operation director - Darren Chiu
Day to Day workshop operation

JOYCE WONG, Operation Executives (Claims)

5 years experience in Accident Claims Process

Manage accident claims repair process
Manage sub-contractors and spare parts suppliers
Assist operation director - Darren Chiu on damage estimates and liaise with insurance companies
appointed in house surveyors

AIKO WONG, Operation Executives (Claims)

7 years experience in Accident reporting and filing from IDAC accident reporting centres
Good knowledge in several insurance companies' accident reporting systems
Merimen system knowledge

Assist customers in accident reporting and filing
Explain claim process to customer to ensure clear understanding of the process.
Advise customers on private settlement option



榮德保險私人有限公司
INDEX AGENCY PTE LTD

17 Dec 2021

NTUC Income
75 Bras Basah Road
NTUC Income Centre
Singapore 189557

Dear Sir/Mdm,

Re : Recommendation Letter for appointment of NTUC Income Authorized Workshops

We, Index Agency Pte Ltd have been representing NTUC Income as a corporate agent since year 2005 and we specialize more on motor insurance and we have helped many of our insureds on their motor claims matter over the years.

Complete VMS Pte Ltd has been our preferred motor workshop to work with when our customers get into a traffic accident. Aside from their technical knowledge and expertise, we also find their responses and customer service level to all our customers are prompt and of high standards. Feedbacks from our customers are positive and many express their satisfaction. As such, some of our customers' own damage claims are also specifically directed to **Complete VMS Pte Ltd** for repairs despite they are not one of NTUC Income's authorized workshops. In such instances, we sometimes will write in to request for special concession for **Complete VMS Pte Ltd** to file the own damage claims for our customers.

Hence, we will give strong recommendation for your good office's consideration to appoint **Complete VMS Pte Ltd** as one of your authorized workshops.

Their workshop location & contact details are as follow :

176 Sin Ming Drive #03-14 / 07 Sin Ming Autocare Complex Singapore 575721
Mr Leonard Chiu, Director Mobile : 9788 9999 Office : 6455 0012 Fax : 65540012

For further clarification or information, I can be contacted at 9362 0019.

Yours faithfully,
INDEX AGENCY PTE LTD

Elsa Tan
Director

20 December 2021

NTUC Income Insurance Co-operative Limited
75 Bras Basah Road,
Income Centre
Singapore 189557

Dear Sirs,

RECOMMENDATION OF AUTHORISED WORKSHOP

Complete VMS Pte Ltd is one of our long-term clients Chye Thiam Maintenance Pte Ltd (CTM) appointed vehicle workshop to handle all their vehicles' maintenance and accident repairs. In our official exchange with Complete VMS Pte Ltd, we find that they are capable of providing comprehensive services to commercial fleets of vehicle through their technical knowledge and expertise. One of their unique expertise is their professional certifications as Truck Mounted Attenuator (TMA) installer by Verdegro (Netherlands). This certification allows them to provide professional service to install and maintain TMAs.

They are also compliance to follow GIA and insurance companies' terms and conditions with respect to how motor insurance claims are carried out. This provided us with assurance that my client's (CTM) cases are handled in line with guidelines.

I will be happy to recommend Complete VMS Pte Ltd for your consideration to appoint them as one of your panel workshops.

Yours faithfully



Kelvin Toh Ee Sen
Executive Director (Corporate Accounts)
enc



CHYE THIAM MAINTENANCE

20th Dec 2024

To whom this may concerns,

Testimonial for Complete VMS Pte Ltd.

Complete VMS is our company's appointed vehicle workshop to service and maintain our fleet of commercial vehicles. Over the course of our working relationship with them, we find that they are competent in providing an extensive service for commercial vehicles. Their knowledge in diesel engines maintenance is exceptional strong when they managed to resolve a few of our vehicles' complex repair jobs. Aside from the maintenance, we also appointed them to handle our vehicle accident repairs and claims. We find them very transparent in their process in handling accident claims and provided sound advice on the best approach to deal with accident cases. A few of their staffs are TMA certified technicians which provided us professional service to our fleet of TMAs.

When I visited their Sin Ming workshop, I find that their team are forward thinking especially in their early adoption of electric vehicle maintenance program. Many of their mechanics are EV / Hybrid trained and have dedicated program to continue to up-skill their knowledge. They have multiple EV charging stations in their service bays and dedicated parking lots for EV / Hybrid vehicles. I trust that they are able to provide support for my Company's near future plans to convert part of fleet to EV.

As a fairly large number of my fleet are under NTUC insured, I will strongly support your consideration to appointed Complete VMS one of NTUC authorised workshops.

Should you need to further clarify the above information, please feel free to contact me at edy_tan@chyethiam.com

Thank you.

Warmest Regards,
Tan Wei Hock Edy PBM
CEO

Chye Thiam Maintenance Pte Ltd

Co. Reg 198801700E

14 Tampines Industrial Drive, **CTM Building**, Singapore 528530

T +65 6481 9588 | F +65 6481 9877 | hq@chyethiam.com

To whom it may concerns,

Complete VMS has been our company's workshop for many years. They provided very comprehensive services to our company's vehicles. Their services have been exception throughout the years as compared to other workshops we worked with. What stand out for Complete VMS are their processes and standards which provided our company assurance that they can compile to our company's audit if required. They also showed good procedures when handling accident claims related matters and was providing my company up to date information of accident claim status. One important aspect is that they have quick turnaround time for repairs as it is important for minimum downtime for our fleet of vehicles. Very positive feedbacks from many of my colleagues when they sent their vehicles to Complete VMS.

Young and energetic team too.

Will support their appointment as NTUC authorised workshops as we have some of our fleets under NTUC insurances.

Best Regards,

Name: William Tan

Title: Resource Manager



TOWARDS A GREENER FUTURE